



Fayetteville VA Medical Center *Community Update*

Vol. 2 No. 1

Items of interest for our stakeholders

January 2011

New facilities opening in Robeson County, Fayetteville



The new Robeson County Community Based Outpatient Clinic (left, before the parking lot was paved) is scheduled to open in mid-January, with more than 400 patients already opting to move their enrollment to the new facility. The new CBOC will provide primary care and mental health services for enrolled Veterans in the area, with more extensive treatment referred to the medical center or to community providers.

The Robeson County CBOC is located at 139 Three Hunts Drive in Pembroke, N.C. Once the facility is operational, the phone number will be (910) 521-8452.

Village Green in Fayetteville (right) will soon be home to the medical center's Alpha, Eagle and Tango Primary Care Clinics. Located on the second floor at 1991 Fordham Drive, the three clinics — along with mental health and support staff — will share approximately 10,000 square feet of usable space in the new building.

Once open in mid-January, Village Green will also offer a free shuttle service from the facility to the medical center for patients who need to utilize radiology or other services that will remain at Fayetteville VA Medical Center.



FAQs about the new Fayetteville VA Annex at Village Green

Q. Where is the entrance?

A. There is only one main entrance with covered drop off/pickup. Once you have entered the building, take the elevator to the second floor.

Q. What floor are the primary care clinics on?

A. The **Primary Care Clinics are located on the second floor**; where the VA logo is on the doors.

Q. Is travel pay available?

A. Travel pay will continue to be paid to Veterans whom are eligible to receive it.

However, a cashier will not be available on site to dispense cash payments. Veterans who complete their appointment will be mailed their travel pay to their address that we have on file. Should you require payment on the same day of your appointment, you can by your own choice go to the main facility on Ramsey Street to receive payment between the hours of 8:30 a.m. to 4 p.m.. If you do decide to travel to the Fayetteville main facility at 2300 Ramsey Street to receive payment, you will not receive payment for mileage trav-

eled from Village Green to the Fayetteville main facility. This portion of the trip is not considered an appointment but rather a choice you are making to receive payment on the day of your appointment versus receiving it by check in the mail.

Q. How does a Veteran make an appointment.

A. Scheduling: (910) 488-2120 ext. 7816

A. Cancellations: (910) 488-2120 ext. 7135

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Medical Center deals with rare “white Christmas”

It's been more than five decades since Fayetteville has seen a white Christmas, but that string was broken late into the night of Dec. 25. The next day, staff at the Fayetteville VAMC were hard at work making sure patients would not be inconvenienced by the storm that dropped a blanket of snow on the facility.

Other facilities weren't as lucky, though. The Hamlet Community Based Outpatient Clinic was closed Monday, Dec. 27, due to heavy snowfall and ice that made traveling hazardous for both employees and patients. The Jacksonville CBOC opened two hours late that day because of icy road conditions earlier in the morning, and both had a two-hour delay on Tuesday as well.

In Fayetteville, an estimated 7 inches of snow fell between Saturday night and Sunday afternoon. Facilities Maintenance Service workers ensured access to key sections, like the emergency department, were kept clear as the snow accumulated. Once the storm began tapering off Sunday afternoon, those workers began clearing snow in earnest, using shovels to open sidewalks and



The Fayetteville VAMC was a winter wonderland following a rare Christmas Day snow storm.

Photos by Ed Drohan

stairs, while backhoes and Bobcats were used to clear roads and streets. Rock salt and sand were scattered around the property to keep those areas clear, especially since the forecast called for temperatures to drop into the teens Sunday night.

Operations at the medical center continued throughout the snow storm, with some staff staying past their regular shift when their counterparts couldn't make it in due to hazardous driving conditions. The Food and Nutrition Service provided meals for those workers, while an area was set up to allow them to get some sleep when their duties allowed.

No patient appointments at the medical center were cancelled despite the winter storm because of the dedication of the Fayetteville VAMC employees, a point not lost on Director Elizabeth Goolsby.

"I've always known we have some of the best employees in the Department of Veterans Affairs," Goolsby said. "They went above and beyond to make sure our Veterans were well cared for under trying conditions. I'm very proud of them."



FMS workers clear sidewalks in front of the medical center after an estimated 7 inches of snow blanketed the area Dec. 25 and 26.

Village Green FAQs

(Continued from page 1)

Q. Where are labs drawn?

A. Labs will be drawn at the new clinic to save Veterans unnecessary travel.

Q. Will there be a pharmacy at the new clinic?

A. There will not be a pharmacy at the Village Green location at this time, therefore, medications will be mailed to the address you have on file for medication delivery. Should you require medication the same day of your appointment, please inform your **Primary Care Team**. You may also call the Pharmacy Customer Care Center at (910) 822-7015 for assistance.

Q. Where do Veterans get x-rays if needed?

A. All x-rays will be obtained at the Fayetteville VA Medical Center both by drop in and appointments.

Q. Will the VA provide transportation from the hospital to the new clinic?

A. We will be providing shuttle service between the Fayetteville VA Medical Center and this new clinic. We anticipate this service will be available soon after opening this clinic.

Can't make your appointment?

With the growing number of Veterans receiving care through the Fayetteville VAMC, appointments are at a premium. Unfortunately, there are still a large number of people who don't show up for their scheduled appointments and don't cancel them ahead of time. When that happens, another Veteran loses out on the opportunity to use that slot.

If you know you can't make a scheduled appointment, please call (910) 488-2120 or (800) 771-6106, ext. 7135 to cancel it as soon as possible. For more information go to <http://www.fayettevillenc.va.gov/patients/appointments.asp>

Updated web site offers more info, features for users

The Fayetteville VA Medical Center's Internet site has recently been upgraded with a new home page to make it more user friendly. Several new features have also been added to make it easier for people to keep up with happenings and event at the facility and in the Community Based Outpatient Clinics.

One particularly useful feature is the emergency alert system. In the event of an emergency, an alert will be displayed in the top right corner of the home page, with a link to more information for both patients and employees. The alert system was recently used during the Christmas Day snow

storm to let people know about CBOC closings and delays, and to let employees know that the main facility was operating under a normal schedule.

A calendar of events outlining classes, briefings and celebrations can be found on the home page, as well as links to feature stories and news releases about items of interest.

A popular new feature is the "Ask The Director" page (accessed through a button at the bottom of the home page) that allows people to make comments directly to the medical center director and that features comments and answers of general interest.

The newest edition is the "Our Doctors" section where patients can find out more information about their providers educational background.

The site can be found at www.fayettevillenc.va.gov.



Volunteers spread holiday cheer around FVAMC



Katie Mills, Miss Fayetteville 2011, visited residents of the Community Living Center on Dec. 23 with representatives of the American Red Cross, passing out Christmas cards that had been donated from people around the area.



Santa and some of his elves — actually VA employee Bill Everling and members of the local youth group Surf Girls — visited patients throughout the medical center on Dec. 22, passing out gifts that had been donated by various community organizations to each one. Volunteers and donations are needed not only during the holiday season, but throughout the year. To donate either your time or other items, please contact Chief of Voluntary Service Norma Fraser at (910) 822-7027.

Photos by Ed Drohan

EXCELLENT SERVICE
Earned by Veterans. Delivered Here.
 VA Medical Center - Fayetteville

!!!!!! Attention Veterans !!!!!

Would you like to help your family better understand you and your mental illness?

Then pass this on...



is sponsoring the

Family-to-Family Program

beginning

January 29, 2011

10a.m.-noon

**at the VA Medical Center—Third Floor
Auditorium**

2300 Ramsey Street, Fayetteville, N.C.

The Family-to-Family Education Program

The Family-to-Family Education Program is a Free 12 session course on mental illness that includes ways to understand the illness and how to help the person who has the illness. It also helps the family overcome the difficulties of living with severe mental illness. The 12 week curriculum focuses on six major psychiatric illnesses

(Schizophrenia, Bipolar Disorder, Major Depression, Obsessive Compulsive Disorder, Panic Disorder, and Posttraumatic Stress Disorder). An important aspect of the course is that it is taught by specially trained family members who have "been there."

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